

## **An important message about care for children and young adults on MassHealth**

This message is for children and young adults under the age of 21. It is about well-child care, including behavioral-health care for children and young adults.

It is important for children and young adults under the age of 21 to see a primary-care doctor or nurse on a regular basis to stay healthy. These visits are called well-child visits.

### **Well-child visits**

MassHealth pays for members who are under age 21 (except those with MassHealth Limited) to see their primary-care doctor or nurse for well-child visits at least once every year, and more often if the child or young adult is under age two. At these visits, the primary-care doctor or nurse checks the child or young adult's physical health, dental health, behavioral health, development, and need for immunizations. MassHealth members under age 21 can also visit their primary-care doctor or nurse any time there is a health need.

If either you or your child are under the age of 21, you should be seen by a primary-care doctor or nurse for a checkup even when you are well. By regularly having well-care visits, your or your children's doctor or nurse can find and treat small problems before they become big ones.

Here are the ages to take yourself or your child for a well-child visit.

- 1 to 2 weeks
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- ages 2 through 20 — once a year

MassHealth members under age 21 who are enrolled in a MassHealth managed-care plan get these visits from their primary-care doctor or nurse in that health plan. MassHealth members under age 21 who are not enrolled in a managed-care plan can get these services from any MassHealth primary-care doctor or nurse.

## **How to find a primary-care doctor or nurse to do well-child visits if you or your child are enrolled in MassHealth**

Most MassHealth-enrolled members under the age of 21 already will have a primary-care doctor or nurse. However, if you or your child are a MassHealth member under 21 and you do not know who your/your children's primary-care doctor or nurse is, or if you need help finding a primary-care doctor or nurse, you can call MassHealth Customer Service at 1-800-841-2900. If you or your children enrolled in a MassHealth managed-care plan, you can contact the health plan for help, too. The phone numbers are listed at the end of this notice.

## **Standardized behavioral-health (mental health and substance abuse) screens at well-child visits**

Starting in December 2007, MassHealth requires primary-care doctors and nurses to offer to use a standardized behavioral-health (mental health and substance abuse) screening tool at every well-child visit for MassHealth members who are under the age of 21 to help detect issues with behavioral health, social-emotional well-being, or mental health. This screening tool helps to identify behavioral-health concerns early and will give you an opportunity to discuss your (if you are under 21 years or age) or your child's behavioral-health needs with your or your child's primary-care doctor or nurse or specialist.

A behavioral-health screening tool is a short list of questions or a checklist that the parent, guardian, or child (depending on the child's age) fills out and then talks about with the doctor or nurse. The primary-care doctor or nurse might use:

- the Pediatric Symptom Checklist (PSC);
- the Parents' Evaluation of Developmental Status (PEDS); or
- some other tool.

You can ask the primary-care doctor or nurse which tool he or she uses.

After you and/or your child complete the behavioral-health screening tool, you will talk about the answers with the doctor or nurse. Talking about the completed tool will help you and the doctor or nurse decide if follow-up care or further assessment is needed. If you decide that you (if you are under 21 years of age) or your child need to see a behavioral-health provider, the primary-care doctor or nurse will tell you how to get needed services. If you need additional assistance, call your or your child's health plan or call MassHealth Customer Service. These phone numbers are at the end of this notice.

## **Follow-up for behavioral-health issues after well-child visits**

### **Standardized needs assessments conducted by behavioral-health (mental health and substance abuse) providers**

Starting in late 2008, behavioral-health providers will assess MassHealth members under age 21 who seek care from them using the Child and Adolescent Needs and Strengths (CANS) tool. The CANS tool will help the behavioral-health provider collect information and make recommendations about behavioral-health needs. The behavioral-health provider will work with you to decide if you (if you are under 21) or your children should be referred for treatment. If you or your children need further treatment, the behavioral-health provider will work with you to create a treatment plan.

### **Behavioral-health (mental health and substance abuse) services available now**

Children and young adults under the age of 21 can get office visits with a behavioral-health provider. If you (if you are under 21) or your children need more services, MassHealth currently covers other services, such as Family Stabilization Team (FST) services. These services are available now for any child or young adult under age 21 enrolled in MassHealth who needs them. Services must be determined to be medically necessary for you or your children before MassHealth will pay for them.

Talk to the primary-care doctor or nurse, the behavioral-health provider, the health plan, or MassHealth Customer Service for information about these services and how to get them.

### **Behavioral-health (mental health and substance abuse) services for MassHealth Standard and CommonHealth members under the age of 21 available in the future**

MassHealth will soon cover several new behavioral-health services for MassHealth Standard and CommonHealth members under the age of 21. These new services will be for children and young adults with a serious emotional disturbance. This also includes children and young adults who have both a serious emotional disturbance and another condition such as autism spectrum disorder. Once MassHealth gets approval from the federal government for these services, we will give you more information about them.

### **What do I do if my children are not on MassHealth?**

In addition to MassHealth, Massachusetts offers several other health-insurance and health-assistance programs at no cost or low cost. To find out if you or your children qualify for MassHealth or any other Massachusetts health-insurance or health-assistance program, call MassHealth Customer Service at the number listed below.

## **Important phone numbers**

MassHealth Customer Service

1-800-841-2900

TTY: 1-800-497-4648 (for people with partial or total hearing loss)

Boston Medical Center HealthNet Plan

1-888-217-3501

TTY: 1-800-421-1220 (for people with partial or total hearing loss)

Fallon Community Health Plan

1-800-868-5200

TTY: 1-877-608-7677 (for people with partial or total hearing loss)

Neighborhood Health Plan

1-800-462-5449

TTY: 1-800-655-1761 (for people with partial or total hearing loss)

Network Health

1-888-257-1985

TTY: 617-806-8196 (for people with partial or total hearing loss)

Primary Care Clinician (PCC) Plan

1-800-841-2900

TTY: 1-800-497-4648 (for people with partial or total hearing loss)

Massachusetts Behavioral Health Partnership

1-800-495-0086

TTY: 617-790-4130 (for people with partial or total hearing loss)